



**MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION  
OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE  
COMPLAINT INVESTIGATION OF  
SUBSTANTIATED STATUTE OR RULE VIOLATIONS**

**DATE OF REPORT**  
1/4/2021

**DVN**  
002785446

**FACILITY NAME**

KIDZ ACADEMY LLC

**FACILITY ADDRESS**

2100 CAMPUS DR

**CITY**

ST CHARLES

**ZIP CODE**

63301-1050

**PHONE NUMBER**

(314) 766-5468

**COUNTY**

ST CHARLES

**ASSIGNED SPECIALIST**

WILMESHER, LAURA

**RULE/STATUTE VIOLATION(S)**

**VIOLATION(S)**

19 CSR 30-62.102 (1)(E)

Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests and problems of children in care.

**CONCLUSION SUMMARY**

Child Care Facility Specialist (CCFS) Laura Wilmesher conducted an investigation regarding the allegation that Dottie Dixon taped Child A's hands on Thursday, December 31, 2020. After conducting the investigation, CCFS Wilmesher finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

19 CSR 30-62.102 (1)(E) which states: "Caregivers shall have knowledge of the needs of children and shall be sensitive to the capabilities, interests and problems of children in care."

On January 5, 2021, CCFS Wilmesher conducted interviews with assistant director, Thekra Campbell, and caregiver Dorothy "Dottie" Dixon. Thekra Campbell stated she was notified that Child A's hands were taped by Ms. Liz, a director from another facility. Thekra Campbell stated she did see Child A's fingers taped together, and that Ms. Dottie removed the tape when Thekra walked in the room. Thekra Campbell stated that she then took Ms. Dottie into the office and asked her to explain why there was tape on Child A's fingers, and that Dottie said Child A was biting herself.

Dorothy "Dottie" Dixon stated she taped Child A's hands when she was asleep to keep the child from harming herself. Dorothy Dixon stated the tape wasn't tight, and that she removed the tape once Child A had fallen asleep. Dorothy Dixon stated this was the first time she had taped Child A's hands, and that the tape was on her hands for about ten minutes while Child A was going to sleep. Dorothy Dixon stated Child A's parent did not give permission to tape the child's hands.

On January 5, 2021, CCFS Wilmesher conducted an interview with caregiver Kylie Howard who stated she took the tape off Child A's fingers the first time as soon as Child A got off the changing table, which is where she realized "the lady" [Dorothy Dixon] was taping Child A's hands. Kylie Howard stated at 12:45 PM, "the lady" [Dorothy Dixon] had put tape on Child A's hands again, and that she recorded her saying they were "tight, tight." According to Kylie Howard, Dorothy Dixon said it annoyed her when Child A chewed on her hands.

On January 5, 2021, CCFS Wilmesher observed and received a copy of a photo of Child A on the diapering table, with Dorothy Dixon standing next to her. In the photo, CCFS Wilmesher observed that Child A's hands had four fingers on each hand with tape wound around them, taping all four fingers together on each hand. The tape appeared to be white masking tape.

On January 5, 2021, CCFS Wilmesher observed and received a copy of video footage which was taken by caregiver Kylie Howard. At the start of the video, CCFS Wilmesher observed Child A laying on a cot with tape on both hands, wrapped around the four fingers on each hand multiple times, which kept her fingers taped together. Child A had her right hand in her mouth, and appeared to be chewing on the tape. Kylie Howard was then observed to walk away from Child A, and continued recording other concerning incidents around the room. At approximately nine minutes into the video recording, CCFS Wilmesher heard what sounded like Kylie Howard saying, "Her hands are tight?" and then a short laugh, followed by a few words spoken by Dorothy Dixon which CCFS Wilmesher didn't understand, and then Kylie Howard saying, "Oh, she's out, she was just gnawing at her

hand?" From this video evidence, it is clear that Child A's hands were wrapped for ten minutes or more.

On January 21, 2021, CCFS Wilmeshier conducted an interview with Parent A. Parent A stated she had not been made aware that Child A's fingers had been taped together until several days later, on Monday, January 4, 2021, and she had not had any discussion regarding putting tape on Child A's hands. Parent A stated although there were no marks on Child A's hands from the tape that she recalled on Thursday, December 30, 2020, after her hands had been taped, she also didn't observe any marks to indicate that Child A had been biting or harming herself. Parent A stated Child A had never hurt herself by putting her hands in her mouth and that she felt it was poor judgement to tape her child's hands.

**VIOLATION(S)**

19 CSR 30-62.182 (1)(C)(6)

Firm, positive statements or redirection of behavior shall be used with infants and toddlers.

**CONCLUSION SUMMARY**

Child Care Facility Specialist (CCFS) Laura Wilmeshier conducted an investigation regarding the allegation that Dorothy "Dottie" Dixon was observed yelling at children and threatened to bust their heads open. After conducting the investigation, CCFS Wilmeshier finds this allegation is, in part, substantiated. While CCFS Wilmeshier did not obtain sufficient evidence to corroborate that Dorothy Dixon threatened to bust the children's heads open, CCFS Wilmeshier did obtain the following evidence of licensing rule violations which occurred at the facility:

19 CSR 30-62.182 (1)(C)(6) which states: "Firm, positive statements or redirection of behavior shall be used with infants and toddlers."

On January 5, 2021, CCFS Wilmeshier conducted an interview with caregiver Kylie Howard who stated "the lady" [identified as Dorothy "Dottie" Dixon] said "shut up" a few times to the children in the infant/toddler room.

On January 5, 2021, CCFS Wilmeshier observed and recorded a copy of the video footage taken by caregiver Kylie Howard. At approximately seven minutes and 45 seconds into the video recording, CCFS Wilmeshier heard Dorothy Dixon yell, "Lay down!" twice, which was followed by the sound a child crying.

**VIOLATION(S)**

19 CSR 30-62.182 (1)(E)(3)

The child shall not be left unattended at any time while on the diapering table.

**CONCLUSION SUMMARY**

Child Care Facility Specialist (CCFS) Laura Wilmeshier conducted an investigation regarding the allegation that Dottie left a child unattended on the diaper changing table. After conducting the investigation, CCFS Wilmeshier finds this allegation is substantiated. This conclusion is based on the following evidence of licensing rule violations which occurred at the facility:

19 CSR 30-62.182 (1)(E)(3) which states: "The child shall not be left unattended at any time while on the diapering table."

On January 5, 2021, CCFS Wilmeshier conducted an interview with caregiver Kylie Howard who stated that Child C was on the changing table, and the other teacher [identified as Dorothy Dixon] walked away to take care of another infant. Kylie Howard captured this on video recording on her phone, and she stated she hurried up and set the phone down and got Child C off the table.

On January 5, 2021, CCFS Wilmeshier observed and recorded a copy of a video which was originally taken by caregiver Kylie Howard. At approximately thirty seconds into the video, CCFS Wilmeshier heard Kylie Howard say, "Child C, no." CCFS Wilmeshier then observed the camera was picked up and showed Child C lying on the changing table, and then the camera panned to show Dorothy Dixon standing on the other side of the room, more than six feet away from the changing table. CCFS Wilmeshier observed the camera pan back to Child C on the changing table and observed the child wiggling and beginning to turn over on the changing table, with one leg dangling off the side of the changing table. CCFS Wilmeshier observed the phone was then put down. All of the above happened within a timeframe of fourteen seconds, beginning with the moment Kylie Howard said, "Child C, no," until the camera was put down.

**VIOLATION(S)**

19 CSR 30-62.202 (2)(D)

Until infants can hold a bottle comfortably, they shall be held by a caregiver during bottle feeding. Bottles shall not be propped.

**CONCLUSION SUMMARY**

Child Care Facility Specialist (CCFS) Laura Wilmeshier conducted an investigation regarding the allegation that an infant was left in a crib with a blanket and a propped bottle. After conducting the investigation, CCFS Wilmeshier finds this allegation is, in part,

substantiated. While CCFS Wilmesher did not obtain sufficient evidence to corroborate that an infant was left in a crib with a blanket and a propped bottle, CCFS Wilmesher did obtain the following evidence of licensing rule violations which occurred at the facility:

19 CSR 30-62.202 (2)(D) which states: "Until infants can hold a bottle comfortably, they shall be held by a caregiver during bottle feeding. Bottles shall not be propped."

On January 5, 2020, CCFS Wilmesher observed and recorded a copy of a video which was taken by caregiver Kylie Howard at the facility on December 31, 2020. CCFS Wilmesher observed in this video an infant sitting in a swing with a bottle which had been propped with a blanket. This infant was identified by caregiver Kylie Howard as Child B, and during the video, CCFS Wilmesher observed Kylie Howard state that Child B and his blanket had become wet due to the milk leaking.

**CORRECTIVE MEASURES**

<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
The facility shall conduct a staff meeting to review the center's policies and all licensing rules and regulations regarding 19 CSR 30-62.102 Personnel and 19 CSR 30-62.182 Child Care Program. The facility must provide the Section for Child Care Regulation with a statement, signed by all staff members (paid employees and paid/unpaid volunteers), to indicate they understand and agree to follow those rules and regulations. Submit statement to CCFS Jennifer Jackson.	Yes	6/13/2022
<b>CORRECTIVE MEASURE</b>	<b>COMPLETED (Y/N)</b>	<b>COMPLETED DATE</b>
All staff members (paid employees or unpaid volunteers) must take the 1.0 clock hour DHSS online training course titled, "Making a Difference: Protecting Health and Keeping Children Safe" available at <a href="https://health.mo.gov/safety/childcare/onlinetraining.php">https://health.mo.gov/safety/childcare/onlinetraining.php</a> Verification of attendance shall be through the Toolbox report. Notify CCFS Jennifer Jackson when this is completed.	Yes	7/1/2022

<b>DISPOSITION</b>	<b>DISPOSITION DATE</b>
SUBSTANTIATED	2/18/2021

**APPROVING SUPERVISOR**  
CLARK, ANGELA